If your ResNet connection stopped working, please try the following before contacting InRes Services for help. Many of the common problems with ResNet you may have can be fixed by using the guide below.

1) Is your wireless connection turned off?

Ensure that **your wireless card is disabled** when you are connected to ResNet in your room to prevent interference with our equipment.

NOTE: Make sure your computer's operating system has the latest security patches. Please go to the Library or any computer lab in order to run the updates or download the Anti-Virus via AirYorkPlus/AirYork connection.

- Windows: Run Windows Update through Control Panel
- Mac OS X: Run Software update via Apple menu | Software Update

Your computer must have an up-to-date Anti-Virus Software. You can download our free version on **computing.yorku.ca/students/protecting-your-computer-devices**

a) **Physical Switch**
Some laptop computers have a physical switch on the computer that allows you to turn the wireless card on and off. Slide the switch to the "off" position to disable your wireless adapter.

b) **Network Control Panel**

- **Windows XP:**
Click **Start** > **Settings** > **Control Panel** > **Network Connections**. Right-click on the **wireless network Connection** and choose **Disable**.

- **Windows Vista:**
Click **Start** > **Control Panel** > **Network and Sharing Center** > **Manage Network Connections**. Right-click on the **wireless network connection** and choose **Disable**.

- **Windows 7:**
Click **Start** > **Control Panel** > **Network and Internet** > **Network and Sharing Center** > **Change Adapter Settings**. Right-click on the **wireless network connection** and choose **Disable**.

- **Mac OSX:**
Click on **Apple Menu** and Select "**System Preferences**". Click on "**Network**" icon under "**Internet and Wireless**" section. Click "**Turn AirPort Off**" button.

2) Are you using a correct network cable?

Make sure you are using the correct cable. A common mistake is using a phone cable (RJ-11) instead of an **Ethernet cable (RJ-45).** If possible, try using someone else's network cable on your computer.

3) Is your network cable securely inserted into both the data jack and the network card on your computer?

The network cable must be firmly inserted into both the wall jack and the Ethernet port on the computer. If your network card has a link light (e.g. a green light on the network card), it will be lit if the is an active connection. If the wall jack is **damaged** (e.g. pushed into the wall) please contact **InRes Services**.

4) Can you try releasing and renewing your IP address?

- **Windows 7**:Right click mouse over "**Network**" icon (located beside the computer clock bottom right corner) and select "**Troubleshoot problems**".

- **Windows XP**: Go to the **Start** menu, select **Run**..., and then type **cmd** and click the **OK** button. A DOS prompt window will appear. To view the IP address and Physical Address (MAC/Network Card) address on Windows XP. In the DOS prompt window type: **ipconfig /all.** To **release/renew** the IP address - In the DOS prompt window type:
Ipconfig /release then type:
ipconfig /renew

- **Mac OS:** Click "**Apple**" logo button and then click "**System Preferences**". In "**Internet & Wireless**" section, click on "**Network**" icon. Click on "**Advance**" button. Select "**TCP/IP**" tab and click "**Renew DHCP**" button.

5) Is your computer system configured properly?

Ensure your computer is configured properly to **obtain its IP address automatically**. See below instructions: Set Network connection to **AUTO DHCP:**

Windows instructions:

1. Go to **Start | Control Panel |Network and Sharing Centre | Manage Network Connection** OR **Manage Adapter Settings (**located on the left panel)
2. Right click mouse over **Local Area Connection** and select **Properties**
3. Remove check-mark beside **Internet Protocol Version 6 (TCP/IPv6)**
4. Highlight **Internet Protocol version 4 (TCP/IPv4)** click **Properties** button
   - Verify that the following are selected:
   a) **Obtain an IP Address automatically**
   b) **Obtain DNS server address automatically**
   c) Click **OK**
5. Set Network connection speed and stability
   - In **Local Area Connection window,** click the **Configure** button
   - Continue to **Advanced** tab
     i. In the Property list: Select **Speed & Duplex or Link Speed & Duplex** and Set **Value** to: **10 Mbps and Half Duplex**
     ii. Continue to **Power Management** tab
     iii. Ensure **Allow the computer to turn off the device to save power** is UNCHECKED
     iv. Click **OK** to save changes made and restart computer

MAC OS X (10.5.x – 10.6.x & higher) instructions:

1. From the **Apple Preferences** windows, click the **Network** icon
2. Select **Ethernet** from the menu on the left
3. Select **Using DHCP** from the Configure drop-down menu
4. Verify that both **DNS Servers** and **Search Domains** text fields are blank
5. Click **Apply** button
6. Click on **Advanced** button
   a. Select **Ethernet** tab
   b. Select **Manually** in the Configure drop-down box
   c. Select **10base T/UTP** in the Speed drop-down box
   d. Select **Half-duplex** in the Duplex drop-down box
   e. Click **OK**

6) Your internet goes out when computer goes into sleep mode?

You could follow the steps of **disabling power management** on the Ethernet network card.

Windows 7:

Click **Start** > search **Network and Sharing Center** > **Change Adapter Settings**. Right-click **Local Area Connection** > **Configure**. Click the **Power Management** tab, **clear** the **Allow the computer to turn off this device to save power** check box, **clear** the **Allow this device to wake the computer** check box, and then click **OK**.

Mac OSX:

Apple > **System Preferences** > **Energy Saver icon**. In Energy Saver window **clear Wake for network access check box.**

7) Blocked on ResNet due to virus activity?

If you received an email from **infosec@yorku.ca** and the email says that **your ResNet account has been disabled**. Or, if the follow message appears on your browser screen:

- **Network Card Address Denied - Sorry, the network card (MAC) address you are trying to register has been denied from registration for the following reason(s).**

This means your computer or a computer connected to a router has been infected with **malware** (**virus/spyware/adware/irc bot/worm**). You will not be able to connect until you report back to us that you **have disinfected** and **patched** all computers. Visit the website for further instructions: **http://resnet.yorku.ca/virus**

8) Cannot connect using my router?

a) Reboot the router (power cycle it). Remove the power adapter from the router for one minute. See your router manufacturer's guide for more information and further troubleshooting as we DO NOT troubleshoot router connectivity issues. **NOTE: D-Link DIR-601 router**: Due to poorly configured software, **D-Link DIR-601** is not compatible with ResNet.

b) If there is a connection problem with the router, your PC must be connected **directly to the wall jack** for UIT InRes Services to troubleshoot. If you can see the **ResNet page** when your PC is directly plugged into the wall jack, then it's likely your router is improperly configured. Please refer to the InRes website for our policy and basic instructions for routers, in addition to your router user's guide: http://resnet.yorku.ca/router.html

PLEASE NOTE: UIT does not provide technical support for routers.

9) I had an internet connection to my computer and now I don't.

If possible, try your computer on another jack in a different room or try another computer on the jack in your room [**Make sure to wait 6 minutes before you plug the computer into the jack**]. If your computer works elsewhere, then it's possible that the port in your room is faulty, and if the other computer works on your port, then it's likely your computer is improperly configured. Contact InRes Services if you suspect your port is faulty.

10) Still having problems with ResNet service?

Contact **InRes Services** via email **inres@yorku.ca** or phone **416 736 5611**.

Please be sure to include the following info:

- **Your name**
- **Student ID/Employee ID/Guest User-ID**
- **Contact number**
- **Building and Room number.**
- **Description of the problem. - Indicate which troubleshooting steps you've taken.**

InRes Services - FAQ page
http://inres.yorku.ca/faq.html